

## Endoscopy Patient Information Packet



### Financial Information

The registration personnel at Houston Northwest Medical Center are available to help you file your insurance claims for outpatient services. In order to assist you in handling your financial responsibility, we will need a copy of your insurance card(s). Currently, many insurance companies require pre-certification prior to outpatient surgery. Please contact your insurance company or personnel department to determine if this is a requirement of your policy.

Financial arrangements will be made when you register on the day of your procedure. Please bring all necessary information and forms with you.

Our registration personnel will verify your insurance benefits. If a deposit is required, you will be notified. For your convenience, we accept Visa, MasterCard and American Express. An itemized statement of charges will be mailed to you approximately seven (7) days after your procedure.

All patients will receive separate billings for the professional services performed by physicians on the medical staff. The cost for physician services and their billing procedures are entirely separate from the hospital's billing. Physicians who provide professional services may include the physician performing the procedure, a radiologist, anesthesiologist, pathologist or consulting physicians.

Thank you for choosing Houston Northwest Medical Center.

### **Houston Northwest Medical Center**

710 FM 1960 West, Houston, Texas 77090  
281-440-1000  
[www.HNMC.com](http://www.HNMC.com)

### What Happens After Your Procedure

- Recovery - After their Endoscopy procedure, patients awaken under constant observation in the post-anesthesia care unit. We keep close watch on blood pressure, pulse and respiration. **Visitors are not permitted in that area.**

The average recovery room time is 30 minutes to one hour, though each procedure varies. After your recovery period you will either be discharged or admitted to the hospital, depending on your physician's orders.

- Discharge - For reasons of safety, you will not be allowed to drive yourself home. Please arrange in advance for a ride home from the hospital.

Please follow all post-procedure instructions carefully so your recovery will be as quick and comfortable as possible. You will be given a list of instructions and follow-up numbers for your continued care. At anytime, if you have an urgent need regarding your procedure after discharge, contact your physician or seek medical attention from the nearest emergency room.

A nurse from the Endoscopy Department will call to check on you within a few days of your discharge.

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**Important Numbers**  
Main Number: 281-440-1000  
Surgery Scheduling: 281-440-2495  
Endoscopy: 281-440-2360  
Physician Referral: 1-877-725-1555

## Keeping You Informed As You Prepare for Your Procedure in the Endoscopy Department

### Welcome

Houston Northwest Medical Center has been serving the needs of the community for over 30 years. The Endoscopy Department provides modern hospital care in surroundings close to your home and family. The Endoscopy Department offers trained employees and advanced equipment to provide quality care to our patients.

You will receive quality medical attention from our skilled and caring staff who will work closely with your physician. Additionally, there are many physician specialties and other services that are provided by our hospital and designed to ensure that your medical needs, anticipated and unanticipated, are met.

#### What To Bring To The Hospital

- all paperwork given to you by your physician
- insurance company information
- list of your current medication schedule with name, dose and frequency
- a list of previous surgeries and indicate when the procedure was performed



### Preparation

It is very important that you follow your physician's instructions. Each patient is unique, and your physician knows your particular needs. The following routine, however, is typical of what you should do prior to your procedure in Endoscopy.

- Pre-Procedure Calls - You will receive a call from a hospital representative prior to your procedure. During this call you will be asked about your medical history. The day before your procedure, you will receive a call to remind you about your appointment and to advise you of your suggested arrival time.
- Eating and Drinking - **Do not eat or drink anything after midnight** the day before your surgery or as specified by your physician. Please remember not to swallow water when brushing your teeth.
- At-Home Preparation - Many procedures require at-home preparation the day before your scheduled appointment. You will receive specific instructions from your physician if this applies to your procedure.
- Shower or Bath - Follow your usual routine before your appointment; however, please refrain from using perfumes or powders. Wear loose-fitting clothing. A locker will be provided to store your clothing during your procedure.
- Valuables - Please do not bring valuables, such as jewelry or cherished personal items, to the hospital.
- Smoking - Limit or abstain from smoking before your procedure. Smoking is not permitted inside of the hospital.
- Illness - Please notify your physician if a sore throat, cold, fever or other symptoms develop prior to your procedure.

### During Your Stay

- Parking - The entrance to Endoscopy is at Medical Mall II on Judiwood Street. You may valet park or park in the garage located on the north side of the hospital on Peakwood Drive.
- Companions - Up to two (2) family members or friends may accompany the patient. We request that children be attended to by an adult at all times to ensure their safety.
- Anesthetic - The anesthesiologist or nurse will discuss the anesthetic for the procedure with you.

### Place Important Papers Here

You may find this pocket useful to place important paperwork that you want to bring with you to the hospital. For instance, you may have papers that the doctor gave you to bring.

You may also use this pocket to insert important insurance papers, or to bring a list of current medications you are taking.

We want to make sure your visit with us is as pleasant as possible.